

## **CEMETERY BOARD**

### **FREQUENTLY ASKED QUESTIONS**

#### **How do I contact the Board office?**

You may reach the Board office by phone at 804-367-0010, by fax at 804-527-4299, or by e-mail at [cemetery@dpor.virginia.gov](mailto:cemetery@dpor.virginia.gov). Additionally, if you have information that you would like to mail to the Board, please send it to:

Cemetery Board  
Department of Professional and Occupational Regulation  
9960 Mayland Drive  
Richmond, VA 23233

#### **When I call the Board office, will I be able to speak directly with a Board member?**

No. The Board members do not work in the Board office. The Board members are cemetery operators with various businesses in Virginia. They come into the Board offices for Board meetings and hearings, but are not here on a daily basis. The Board staff is here for you to contact with any questions you may have; contacting Board members directly is not appropriate. The Board office staff can answer your questions and are trained to process all information that comes into the Board office.

#### **Does the Cemetery Board regulate all cemeteries?**

No, the law specifically exempts cemeteries owned and operated by churches, the State of Virginia, and all counties, cities and towns. Additional exemptions are given to certain non-profit, association, and family cemeteries. Please contact the board office for specific information.

#### **Where can I get information concerning funeral homes?**

The Board of Funeral Directors and Embalmers is responsible for regulating funeral directors, funeral establishments and crematories. They are located within the Department of Health Professions; more information can be obtained by calling (804) 662-9907, or by visiting their web site at [www.dhp.virginia.gov](http://www.dhp.virginia.gov)

#### **Is it required to have a salesperson registration to sell cemetery plots or cemetery merchandise?**

Yes. All individuals selling for a licensed cemetery must obtain their salesperson registration from the Cemetery Board. Application forms are available on this web site or can be obtained by contacting the board office.

**May a cemetery require vaults or grave liners?**

Vaults or grave liners are not required by law, but cemeteries may have their own policies requiring them, since they keep the ground from settling after burial and make mowing and maintenance easier. Be sure to check a cemetery's rules and regulations for this and other requirements before you sign a contract.

**Does the Cemetery Board regulate the depth of graves or how close graves can be to each other?**

The Cemetery Board does not regulate the depth of graves, how close graves can be to each other. Most cemeteries are guided by the requirements set forth by their locality, and in the event the locality has no requirements, by their individual rules and regulations.

**I think that the prices charged by a licensed cemetery are too high, should I complain to the Cemetery Board?**

The Cemetery Board does not regulate the prices charged by any cemetery, however, the law requires licensed cemeteries to provide a general price list (GPL) when you inquire in person about burial arrangements and prices. When you contract for services with a licensed cemetery, the law requires the cemetery to give you an itemized statement of your final choices. Make sure the statement includes only those items you have selected. Get a total dollar amount in writing **before** you sign the contract.

**How would I go about filing a complaint against a cemetery or a sales person?**

If you have a complaint about a licensed cemetery or a cemetery sales person, first try to settle it with management. If you can't resolve the issue, call our enforcement division at (804) 367-8504 and request a complaint form. (Or you can download a complaint form from our web site, just click on the "Complaints and Consumer Protection" section of our home page, then click "complaint information" from the pull down menu. many complaints are quickly resolved between the consumer and the licensee; more serious complaints require a thorough investigation, and the Cemetery Board will take action against the licensee, if warranted. For complaints you are unable to resolve with cemeteries that are **not** under state jurisdiction, contact an official of the managing organization or contact the Department of Agriculture and Consumer Services at 1-800-552-9963.

**I need to renew my sales person registration, but I have not yet received my renewal form. What do I need to do?**

Send in the renewal fee, make checks payable to the Treasurer of Virginia and include your registration number on your check. If you have had a change of address, include a letter with your new address. Mail this information to Cemetery

Board, Department of Professional & Occupational Regulation, 9960 Mayland Drive, Richmond, VA 23233. You CANNOT continue to practice in Virginia after your registration has expired.

**My renewal payment was one day late and I have always paid on time, can you waive the late renewal fee?**

No. The Board's regulations permit a 30 day grace period in which a license may be renewed without penalty; therefore, your payment is actually 31 days late. Staff cannot waive the fee. Regulation 18 VAC 47-20-110 A states that if the requirements for renewal of a license, including receipt of the fee by the board, are not complete within 30 days of the expiration date, a reinstatement fee is required.

**If I did not renew my sale person registration on time because I did not receive my renewal card, do I still have to pay a late fee or reinstate my registration?**

Yes. Regulation 18 VAC 47-20-100 B states that failure to receive the renewal notice does not relieve the licensee of the obligation to renew.

**Does the Board office use the date of receipt or the postmark date to determine whether or not an application or renewal was received on time?**

The date the application or renewal was *received* in the agency determines whether it is on time, *not the postmark date*. If the renewal fee is received after the due date, you will be required to pay the reinstatement fee. If the reinstatement fee is received after the due date, you will be required to reapply for licensure, meeting all current requirements.

**My address has changed. What do I need to do to notify the Board?**

All address changes must be received by the Board in writing. Individuals must provide a home address, a P.O. Box is not acceptable. Compliance agent's must return all licenses along with their request for an address change.